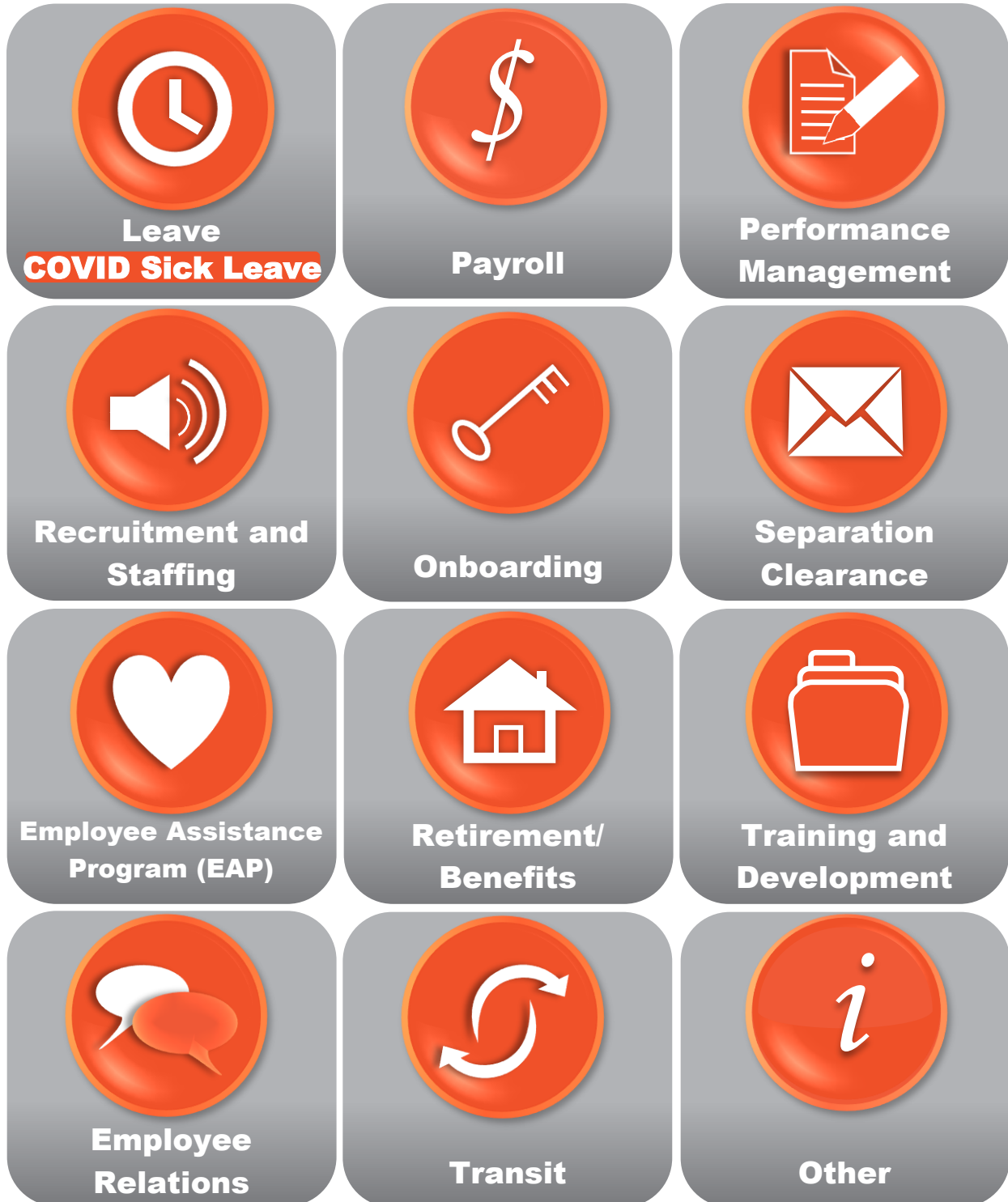


## Human Capital Directorate

### COVID-19 Frequently Asked Questions (FAQs)



**The Frequently Asked Questions (FAQs) below are designed to help Library employees navigate the range of human resources and human capital services that have changed due to working remotely during the COVID-19 pandemic.**

**These FAQs will be updated as needed, so remember to visit the HCD COVID-19-related FAQs often.**

## COVID-19 Sick Leave

### **1. Must employees obtain supervisory approval before taking COVID-19 sick leave or FMLA leave under SA 20-10, Public Health Emergency Leave?**

No, as long as employees meet the eligibility criteria described in SA 20-10.

- The new sick leave covers:
  - o Employees who are: unable to work or telework because they are quarantined or isolated pursuant to a federal, state, or local government order; self-quarantined based on advice of a health care provider; or, experiencing COVID-19 symptoms and seeking a medical diagnosis.
  - o Employees who are: unable to work or telework because they are caring for someone who is subject to quarantine/isolation pursuant to federal, state, or local government order, or who has been advised by a health care provider to self-quarantine; caring for a child under age 18 whose school or child care provider is closed or unavailable for reasons related to COVID-19; or, experiencing a substantially similar condition as specified by the Secretary of Health and Human Services.
- The new public health emergency FMLA leave covers employees caring for a son or daughter under age 18 whose school or child care provider is closed or unavailable for reasons related to COVID-19.

However, employees must communicate with their supervisors their plans regarding this leave so that the supervisor can plan how best to accomplish the unit's work. Both employees and supervisors should maintain flexibility when scheduling work to accommodate caretaking responsibilities, while meeting business requirements.

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## Leave

### **2. Must employees maintain their regular work schedules during the COVID-19 coronavirus pandemic?**

Generally, no. Per SA 20-03, Policy for Enhanced Telework, employees may choose to telework outside of the standard flex band established in LCR 9-910, Hours of Duty, (6:30 a.m. to 8:00 p.m.); this includes telework on Saturday and Sunday. However, if required by their supervisor, employees must be available during certain core hours.

**3. Must employees take paid leave on days when they work fewer than eight hours per day during the COVID-19 coronavirus pandemic?**

No. Employees may choose to work fewer or more hours than their normal work schedules on any given day. Employees should communicate with their supervisor and maintain flexibility when scheduling their work to meet business requirements, while accommodating caretaking responsibilities. The total number of hours per pay period, including time worked and appropriate categories of leave, should be 80 (or, for part-time employees, whatever their regular tour of duty requires).

**4. If employees choose to work at night or on weekends during the COVID-19 coronavirus pandemic, are they eligible for night differential or Sunday premium pay?**

No, an employee who chooses to adjust their schedule to work between the hours of 6 p.m. and 6 a.m., or on Sunday, is not entitled to night differential or premium pay. Employees who are continuing to work schedules that are regularly set during those hours will continue to receive the additional pay per LCR 9-710, Pay Administration.

**5. How many hours may employees work on any given day during the COVID-19 coronavirus pandemic?**

Employees may choose to work up to 11 hours per day. Employees who are ordered to work overtime or compensatory time may work longer than 11 hours per day.

**6. To preserve his/her annual leave balance, may an employee request leave without pay (LWOP) for part of a work day (e.g., take 8 hours of LWOP every other day, or work 4 hours and take 4 hours of LWOP each day)?**

Yes, subject to supervisory approval. See LCR 9-1010, Leave Administration.

**7. May employees earn credit hours during the COVID-19 coronavirus pandemic?**

Yes; however, employees may not earn credit hours unless they have already completed 80 hours of work during a given pay period. Any paid (or unpaid) leave taken during the pay period must first be accounted for.

For example, if an employee took 20 hours of paid sick leave under SA 20-10, Public Health Emergency Leave, the employee may not earn credit hours for working beyond 60 hours. Instead, the employee should reduce the number of hours of administrative leave he/she records in WebTA, and should record any additional hours worked, up to a total of 80 hours. Only after requesting and receiving supervisory approval to work beyond 80 hours may the employee earn credit hours.

Note: Under 5 U.S.C. 6126, employees may not carry a balance of more than 24 credit hours.

**8. May employees earn paid overtime or compensatory time during the COVID-19 coronavirus pandemic?**

Yes, if the employee is ordered to work more than eight hours per day or 40 hours per week as described in LCR 9-710, Pay Administration. (See LCR 9-710 8.E. regarding overtime and comptime for complex and maxiflex schedules). The Library's policies and bargaining unit agreement provisions with respect to paid overtime and compensatory time remain in effect during the COVID-19 pandemic.

**9. May employees still take paid administrative leave (excused absence) under SA 20-09, Teleworkers – Administrative Leave?**

No. Administrative leave for caregiving purposes under SA 20-09 was intended as a temporary provision for teleworking employees and was available for pay periods 7, 8, and 9 (ending May 9.) Instead, employees may use the paid sick leave or public health emergency FMLA for caregiving purposes as described in SA 20-10 (effective April 1, 2020) if they are eligible to do so. Administrative leave described in SA 20-04 and 20-07 for individuals who cannot telework is unaffected.

**10. How do I access WebTA from my personal computers or device?**

WebTA is accessible from your personal computer, tablet, or smart phone. You don't need to be on the Library's network.

- Visit <https://cert.loc.gov/webta/Login>.
- Log on just as you would from your Library computer.
- For questions, contact your timekeeper. If your timekeeper is unable to assist you, contact AskHCD via the HCD Portal (<https://loc.sbmfedcloud.com/tmtrack/tmtrack.dll?shell=srp>). As an alternative, leave a voice mail at 202-707-5627.

**11. How do employees account for the varying number of hours, and the varying days, worked each pay period during the COVID-19 coronavirus pandemic?**

Beginning with pay period 7, the Library's timekeeping system (WebTA) was adjusted to allow employees to record actual hours worked each pay period.

**12. How do I log telework on my WebTA timesheet?**

Employees who telework during a Continuity of Operations (COOP) as a result of the COVID-19 pandemic should record Telework Home-Situational on their timesheet for any work performed while in a telework status.

- From the timesheet, click the “+” to add a new Work Time row.
- Click “Telework Home – Situational” or “CRS – Off Site – Situational.”
- Click the “Select Work Time Transaction” button to add the transaction to the timesheet.
- Enter the hours of telework in the row.

### **13. How should I enter new paid sick leave and new FMLA?**

Employees who use leave as described in [SA 20-10](#) should record the following codes their WebTA Timesheet under “Work Time” and not under “Leave Time.” See the [Recording Families First Coronavirus Response Act](#) document for a step-by-step guide on how to capture the leave in WebTA.

- SA 20-10 Transaction Codes:
  - *Paid Sick Leave Category 1—Self*
    - Code: Sick Leave for COVID-19/Self (SA 20-10)
  - *Paid Sick Leave Category 2—Caregiver*
    - Code: Sick Leave for COVID-19/Caregiver (SA 20-10)
  - *Emergency FMLA*
    - Code: Public Health Emergency FMLA at 2/3rd Rate for COVID-19 (SA 20-10)

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## **Payroll**

### **1. Who can answer questions regarding payroll?**

The easiest way for you or a colleague from your Service Unit to reach the Employee Services Section for assistance or guidance is to submit a request via AskHCD (from the HCD Portal):

<https://loc.sbmfedcloud.com/tmtrack/tmtrack.dll?shell=srp>. As an alternative, leave a voice mail at 202-707-5627.

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## **Performance Management**

### **1. Who can answer my Performance Management questions?**

Please contact the Workforce Performance Management (WPM) team at [wpm@loc.gov](mailto:wpm@loc.gov) with any performance management questions. As an alternative, submit a request via AskHCD (from the HCD Portal):

<https://loc.sbmfedcloud.com/tmtrack/tmtrack.dll?shell=srp>. If you are unable to access the HCD Portal, simply email [askhr@loc.gov](mailto:askhr@loc.gov).

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## Recruitment and Staffing

### 1. How do I provide the Merit Selection Integrity Pledge (MSIP) Form?

Panel members should sign the MSIP form digitally, and the Selecting Official's "SU Requester" (typically the administrative professional who entered the Vacancy Announcement Request (VAR)) should attach the form to the VAR within the Hiring Management System (HMS) application.

- If panel members are unable to sign the MSIP form digitally (e.g., telework equipment must have Adobe Pro installed in order to enable digital signatures), the SU Requester will need to email panel members individually to provide them a blank MSIP form with instructions to 1) read the form and 2) respond via email to state "I, [FIRST NAME/LAST NAME], certify that I have read and understand the MSIP form, and I agree to the terms." The SU Requester will attach certification emails to the VAR in Serena.

### 2. How will selection panel members receive Narrative and Structured Interview Guides?

The HCD Staffing Specialist will provide (via email) the interview panel with electronic copies of the Interview Referral List (Narrative Review) and Structured Interview Guide.

### 3. How do selection panel members return Narrative and Structured Interview Guides and Scored Interviews to HCD?

Panel members should follow the guidance below (contact their HCD Staffing Specialist if they have questions):

- Narrative review scoring: The HCD Staffing Specialist will instruct the interview panel to provide (via email) their annotated interview referral list. The HCD Staffing Specialist will facilitate a meeting to discuss discrepancies in scoring.
  - o Panel members should type their notes directly into the Interview Referral List (Narrative Review) and email them to the Staffing Specialist.
  - o As an alternative, panel members may type up their notes, save as a Word document, and email to the Staffing Specialist.
- Structured interview scoring: The HCD Staffing Specialist will instruct the interview panel to provide (via email) their scores to Staffing Specialists. The Staffing Specialist will only need to hold a meeting (via telephone or Skype for Business) if the panels' scores for a KSA deviate two or more points.
  - o Panel members should type their notes directly into the Structured Interview Guides.

- o As an alternative, panel members may type up their notes, save as a Word document, and email to the Staffing Specialist.

Note: Panel members must digitally sign Narrative Review Guides, Structured Interview Guides, and scoring sheets. If panel members are unable to sign these digitally, send an email to the HCD Staffing Specialist with the following language to certify the guides and scoring sheets are accurate: "I, [FIRST NAME/LAST NAME], certify that the [Narrative Review Guide, Structured Interview Guide, or Scoring Sheet] is/are accurate." HCD needs all narrative review and interview information (e.g., comments, notes, guides) returned electronically.

#### **4. How do I conduct interviews from a distance?**

The HCD Staffing Specialist will ask the Selecting Official and panel to use a Library of Congress WebEx account to set up distance interviews.

- Resources for WebEx Access:
  - o For virtual meetings with external audiences, the Library uses WebEx. Please check with your supervisor to connect with current account holders if you do not have a WebEx account.
  - o Access the OCIO intranet page for instructions for WebEx: <https://staff.loc.gov/sites/ocio/technology-for-telework/>
  - o Access the *WebEx Tips and Best Practices* document, which is located under the *Resources/Technology* section of the *LC Coronavirus Prevention & Response* Page: <https://staff.loc.gov/sites/communications/stay-informed/coronavirus-prevention-and-response/>

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## **Onboarding**

### **1. How do new employees onboard virtually? What is the supervisor's role in onboarding new employees, integrating them into their units, and training them?**

HCD has implemented a 100% virtual onboarding process, which has translated all of HCD's onboarding functions to a virtual environment during the COVID-19 pandemic.

- New employees beginning pay period 8, April 13, 2020, have experienced a virtual onboarding. They are instructed how to provide all information and forms remotely prior to their start date, given the Oath of Office virtually, have their identity and legal authorization (via I9 Form) verified, receive network access,

and are instructed on how to set up accounts (e.g., email, PIN and alternate forms of multifactor authentication, etc.).

- Once the new employee is set up, HCD will reach out to them via their new email addresses to introduce the Library's required training. At a later date, the new employee will be invited to attend the New Employee Orientation, a day-long briefing in which the new hire learns about the history and functions of the Library of Congress. Bargaining unit employees are given contact information for their unions.

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## Separation Clearance

### 1. Where do separating employees return accountable property during COVID-19-related building closures?

Separating employees cannot return accountable property in-person/on-site until further notice. Instead, separating employees should follow the directions below.

Type of Accountable Property	Contact	Mail-In	In-person
<b>Computer Equipment, iPhones, and PIV Tokens (OCIO)</b>	Nelson Holston <a href="mailto:nhol@loc.gov">nhol@loc.gov</a> 202-707-6046	None.  If separation has occurred, OCIO will contact employee to schedule drop-off appointment.  If separation is pending, contact Nelson Holston for further instructions.	Obtain supervisor approval to enter building.  Once approval is obtained, contact Nelson Holston within 1-2 days prior to separation to schedule drop-off appointment.
<b>Official Government Passports (FSD)</b>		Mail to:  Library of Congress ATTN: Financial Services Directorate, Travel Office 101 Independence Avenue, SE Washington, DC 20540-9110	None.
<b>Government-Issued Purchase and Travel Cards (FSD)</b>	FSD: Travel Office <a href="mailto:traveloffice@loc.gov">traveloffice@loc.gov</a> 202-707-5183	Not applicable.  FSD will cancel cards and employee may retain them.	Not applicable.  FSD will cancel cards and employee may retain them.



Type of Accountable Property	Contact	Mail-In	In-person
<b>Keys and Badges (SEPD)</b>	Joe McClain <a href="mailto:jmmc@loc.gov">jmmc@loc.gov</a> 202-707-1341	Upon separation date, drop LC-issued badge (no lanyards) in any U.S. Postal Service (USPS) mailbox. Instructions on the badge direct the USPS to return the badge to the Library.  Mail Medeco-stamped key(s) to:  Library of Congress ATTN: Joe McClain 101 Independence Avenue, SE Room LM-G03 Washington, DC 20540-9520	Email or call Joe McClain to arrange for a time to drop off keys and badges in Room LM-G03 (Madison Building, Ground Floor).
<b>Library-issued Books (CMD)</b>	Questions: <a href="mailto:LoanCirc@loc.gov">LoanCirc@loc.gov</a>  Drop off: Joe McClain <a href="mailto:jmmc@loc.gov">jmmc@loc.gov</a> 202-707-1341  or  Ken Lopez <a href="mailto:klop@loc.gov">klop@loc.gov</a> 202-707-8708	Employee may mail books via FedEx or UPS at their own expense.  Mail (FedEx or UPS only) to:  Library of Congress ATTN: ZaKia West Collections Management Division 101 Independence Avenue, SE Washington, DC 20540-4630  After mailing, send the FedEx or UPS tracking number to: <a href="mailto:LoanCirc@loc.gov">LoanCirc@loc.gov</a> .  <b>**Procedures for departing teleworkers to return Library-issued books (see below.)</b>	SEPD may collect books until CMD staff returns onsite to coordinate returns.  Email or call Joe McClain or Ken Lopez to arrange for a time to drop off books in Room LM-G03 (Madison Building, Ground Floor). <b>Please arrange for this in advance.</b>  The SEPD on-duty manager will have a return box for books and will transfer them and convey the item information to CMD, which will then proceed to clear the account.
<b>Parking Passes (ISS)</b>	Matthew Martin <a href="mailto:Mamartin@loc.gov">Mamartin@loc.gov</a> 202-707-9303	Mail to (no special packaging required):  Library of Congress ATTN: Matthew Martin 101 Independence Avenue, SE Washington, DC 20540-9400	

**\*\*Procedures for departing teleworkers to return Library-issued books**—Materials charged for telework are external loans and must be returned. Given the current closures, staff with materials on telework charge will need to hold those items until the Library lifts essential operations restrictions related to COVID-19. Separating employees who have Library-issued books as part of a telework agreement will provide their personal email when they enter their separation request within the Separation Clearance Application. CMD will reply to their personal and loc.gov emails with a list of items charged and, when operations

allow for returns, CMD will provide instructions to return materials by mail or in-person. Please contact [LoanCirc@loc.gov](mailto:LoanCirc@loc.gov) with any questions.

Please note: The above requirements apply only to externally charged items, not to internally charged items. Outstanding internal charges do not adversely impact the clearance procedure.

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## Employee Assistance Program (EAP)

### 1. What counseling services are available to staff?

Employee Assistance Program (EAP)—Employees are always welcome to contact EAP for support and guidance on a host of matters. A flyer with details, including how to contact an EAP Counselor is located here: <https://www.loc.gov/static/portals/about/pandemic-information/documents/EAP-FLYER%20V2.pdf>

The Employee Assistance Program also hosts a virtual support group on Webex for Library staff. Half-hour sessions take place on Thursdays at noon and cover uncertainty and stress arising from the COVID-19 coronavirus pandemic, strengthening support networks during social distancing and talking to children about the pandemic.

Join at <https://bit.ly/35uLbNa> using the meeting access code 901-990-307, or join by phone at (510) 210-8882 using the same access code. No registration is required.

Questions? Call (202) 707-6389, option 3, Mondays through Thursdays from 9:30 a.m. to 3 p.m. or (800) 869-0276 at other times.

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## Retirement/Benefits

### 1. How do I find out more about my retirement benefits (e.g., my retirement date, request retirement counseling, estimate my retirement benefits, etc.)?

Contact the Employee Services Section at 202-707-5627 or submit a request in AskHCD via the HCD Portal: <https://loc.sbmfedcloud.com/tmtrack/tmtrack.dll?shell=srp>. If you are unable to access AskHCD via the HCD Portal, you may submit a request to [askhr@loc.gov](mailto:askhr@loc.gov). Please use “Retirement Benefit Question” in the subject line.

## **2. How do I log on to my Employee Personal Page if I don't have access to a personal device?**

EPP Two-Factor Authentication (New Option)—The National Finance Center (NFC) implemented an additional option for the Employee Personal Page's (EPP) two-factor authentication process. The new option allows users to elect to receive a pass code via an automated phone call to their registered phone number. This new option is an alternative to receiving a pass code via text message or authentication application (a third-party application that a user must add to their personal device).

### ***How It Works***

Follow the steps below to authenticate using the New Phone Call Option from the Two-Step Authentication Page (you will be prompted to that page after you begin the log-in process from <https://www.nfc.usda.gov/EPPS/eplogin.aspx>).

Note: The instructions below are for first-time setup. Employees who already have an authentication method established but choose to change to the automated phone call option should change their settings in *My EPP* and go to *Preferences > Change Two-Step Authentication*.

- a. Select the Phone Call radio button.  
Note: Phone call is available in the U.S. only. If you are outside of the U.S., you must use the Authentication Application option.
- b. Select the Continue button. The Two-Step Authentication page (including the Phone Number field) is displayed.
- c. Enter your phone number in the Phone Number field.
- d. Select the Submit button. The Two-Step Authentication page (including the Verification Code field) is displayed. You will receive an automated phone call providing a verification code.

Note: If you do not receive the code within 10 minutes, select Resend code.

- e. Enter the verification code provided in the Verification Code field.
- f. Select the Submit button. The My EPP Main Menu page is displayed.

Note: By selecting the Phone Call option to receive the validation code, each time you log in to your account, a one-time-use code will be sent via an automated phone call to the verified phone number. Enter that code to access your account. Message and data rates may apply.

To change the selected two-factor authentication option, go to Preferences and select Change Two-Step Authentication.

Users should contact their cellular carrier if issues arise when attempting to use this option.

- **Visit the NFC My EPP Two-Factor Authentication FAQs Here:**  
[https://www.nfc.usda.gov/Publications/HR\\_Payroll/Processing\\_Tips/epp.php](https://www.nfc.usda.gov/Publications/HR_Payroll/Processing_Tips/epp.php)
- **Visit bulletin INQUIRY 19-09, Implementation of Two-Factor Authentication for the Employee Personal Page for more information:**  
[https://www.nfc.usda.gov/Publications/HR\\_Payroll/Research\\_Inquiry/Bulletins/2019/INQUIRY-19-09.htm](https://www.nfc.usda.gov/Publications/HR_Payroll/Research_Inquiry/Bulletins/2019/INQUIRY-19-09.htm)

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## Training and Development

### 1. What resources are available to motivate supervisors and managers during times of uncertainty?

The following resources are available for LC Managers and Supervisors. We recommend that supervisors who are in search of tips/ideas read these, as opposed to sending these links out to their employees. Please note that access is free.

- <https://hbr.org/2020/04/4-behaviors-that-help-leaders-manage-a-crisis>
- <https://hbr.org/2020/04/real-leaders-are-forged-in-crisis>
- <https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers>
- <https://hbr.org/2020/03/how-to-get-people-to-actually-participate-in-virtual-meetings>
- <https://hbr.org/2020/04/how-managers-can-support-remote-employees>
- <https://hbr.org/2020/04/how-to-elevate-your-presence-in-a-virtual-meeting>
- <https://hbr.org/2020/03/10-digital-miscommunications-and-how-to-avoid-them>
- <https://hbr.org/2020/03/what-your-coworkers-need-right-now-is-compassion>
- <https://hbr.org/2020/03/youre-not-powerless-in-the-face-of-uncertainty>
- <https://hbr.org/2020/03/balancing-work-and-elder-care-through-the-coronavirus-crisis>
- <https://hbr.org/2020/03/the-contagion-we-can-control>
- <https://hbr.org/2020/04/social-distancing-doesnt-have-to-disrupt-mentorship>

### 2. What resources are available to Library employees during times of uncertainty?

The Library offers resources for employees to develop professionally. HCD continues to develop a series of LOC Learn Training Guides that are designed to help all employees develop and grow Library Core Competencies.

The online videos and classes in Build Collaboration and Teamwork Skills are curated from among LOC Learn and run from 2 to 60 minutes in length, and even employees who are already skilled in the competencies will find them valuable.

Training modules in the series include the following (visit the [Coronavirus Prevention & Response page](#) to access additional courses as they are added):

- [Build Information Communication Skills via LOC Learn](#) (PDF)
- [Build Information Technology \(IT\) Skills via LOC Learn](#) (PDF)
- [Build Collaboration and Teamwork Skills via LOC Learn](#) (PDF)

### **3. How do I access the Learning Management System (LOC Learn) from either Library or personal computer and devices?**

LOC Learn, the Library's online learning tool, is available to you from either your LC-issued computer or your personal computers and devices (but is not available through the mobile app on personal phones).

From a Library device:

- Log in to the Library's VPN.
- Access LOC Learn (<https://loc.sumtotal.host/>) through single sign-on (SSO) without typing in your credentials.
- After accepting the rules of behavior, you will go directly to the LOC Learn home page.

From a personal device:

- Visit LOC Learn (<https://loc.sumtotal.host/>).
- You will be required to enter your network name and network password (not your PIV PIN) as login credentials.
- You will then be required to authenticate via Centrify's two-factor authentication.
- If you have not set up two-factor authentication, see the OCIO "How to Configure Centrify" tip sheet for assistance.  
<https://www.loc.gov/static/portals/about/pandemic-information/documents/Establish-Centrify-Idaptive-Accounts.pdf>

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## **Employee Relations**

### **1. How do managers learn more about how to address performance and/or conduct challenges?**

Employee Relations (ER), currently headed by Acting Team Lead, April Haskins, is available to provide virtual training seminars via Skype for Business or WebEx. The

seminars are designed to help managers navigate their leadership roles more effectively and address performance and/or conduct concerns with their employees.

ER offers the following virtual seminars:

- General Conduct & Progressive Discipline
- Addressing Poor Performance
- Leave & Absence
- Probationary Periods

Contact April Haskins at [apmc@loc.gov](mailto:apmc@loc.gov) or 202-707-0671 to inquire about the trainings or to schedule a session for your supervisors and managers.

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## Transit

### **1. Can I use my Transit Subsidy during COVID-19?**

Employees are not allowed to use their transit benefit while in a non-pay, leave, or telework status, as the transit benefit is intended for the sole purpose of commuting from home to work or from work to home. Employees who do use their transit benefit while in one of the categories above are subject to disciplinary action.

You may obtain a separate SmarTrip card to use for personal trips to ensure the Federal transit benefit is not used improperly during a telework day. Safely store the SmarTrip card linked to your transit benefit to reduce the possibility of inadvertently using the transit benefit for non-work-related transit.

### **2. Should I cancel or suspend any portion of my Transit Subsidy during each month of the COVID-19 Pandemic?**

Employees who use the Metro rail and bus should take no action, as their SmartBenefits will not be suspended or withdrawn. As long as your enrollment status in the transit subsidy program is active, the SmarTrip benefits will not be suspended due to lack of usage. Any unused amounts of transit subsidy funding on your card revert to the Library automatically.

Employees who use the Commuter Bus, MARC, VRE and Vanpool, should CANCEL or HALT their automatic payment until they return back to work. Employees that use Commuter Direct to receive their SmartBenefits should contact Commuter Direct (703) 228-7433 or [questions@CommuterDirect.com](mailto:questions@CommuterDirect.com) to ask for a credit to your SmarTrip card for SmartBenefits.

If you would like to receive a refund for your VRE train tickets, please return your ticket either priority or certified mail (for tracking purposes only) to the address below, with a letter saying why you are returning the pass. Please note that the

tickets must be postmarked before the LAST DAY OF PREVIOUS MONTH for full refund (excluding shipping cost, if applicable).

CommuterDirect.com  
P.O. Box 12176  
Arlington, VA 22219

VRE return/refund policies Monthly Tickets are refundable with proof of purchase and under the following conditions:

- Postmarked prior to effective month: 100% refund
- Postmarked 1st through 10th of effective month: Two Single-Ride full fares for the applicable zone pairing will be deducted from refund for each service day prior to the post mark on the returned ticket.
- Postmarked after the 10th of the effective month: 0% refund
- The \$114 Metrorail portion of a Transit Link card is nonrefundable after the first of the month.
- The \$114 portion of the Transit Link card is nonrefundable once it has been used in the Metro system.

If you would like to receive a refund for MARC a ticket or pass, please return the ticket using either priority or certified mail (for tracking purposes only) to the address below, with a letter of saying why you are returning the ticket. Please note that the tickets must be post marked before LAST DAY OF PREVIOUS MONTH for full refund (excluding shipping cost, if applicable).

CommuterDirect.com  
P.O. Box 12176  
Arlington, VA 22219

MARC return/refund policies Monthly tickets are refundable, based on the return postmark date, as follows:

- Postmarked prior to effective month: 100% refund
- Postmarked 1st through 5th of effective month: 75% refund
- Postmarked 6th through 10th of effective month: 50% refund
- Postmarked after the 10th of effective month: 0% refund
- Transit Link Card (TLC) Tickets are refunded at 100% prior to the first of the month. After the 1st, NO CREDIT can be given for the Metrorail portion of the fare (\$114.00).
- One-Way tickets are non-refundable.
- Weekly tickets are refundable if the return postmark is dated no later than 11:59 p.m. the Friday prior to the effective week.

If you would like to receive a refund for a MTA Commuter Bus ticket or pass, please return the ticket using either priority or certified mail (for tracking purposes only) to the address below, with a letter of saying why you are returning the ticket. Please note that the tickets must be post marked before LAST DAY OF PREVIOUS MONTH for full refund (excluding shipping cost, if applicable).

CommuterDirect.com  
P.O. Box 12176  
Arlington, VA 22219

MTA Commuter Bus return/refund policies Monthly tickets are refundable, based on the return postmark date, as follows:

- Postmarked prior to effective month: 100% refund
- Postmarked 1st through 5th of effective month: 75% refund
- Postmarked 6th through 10th of effective month: 50% refund
- Postmarked after the 10th of effective month: 0% refund
- Transit Link Card (TLC) Tickets are refunded at 100% prior to the first of the month. After the 1st, NO CREDIT can be given for the Metrorail portion of the fare (\$176.00).
- Ten-Trip tickets are non-refundable.

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## Other

### 1. Who do I contact if I have a COVID-19 related question?

You can contact HCD with a COVID-19 related question by submitting the question through AskHCD at <https://loc.sbmfedcloud.com/tmtrack/tmtrack.dll?shell=srp>. If you are unable to access AskHCD via the HCD Portal, send an email to [askhr@loc.gov](mailto:askhr@loc.gov).

### 2. How do I gain access to systems (e.g., to EmpowHR, Monster, etc.)?

The Directorate/Division administrative professional should submit a completed, digitally signed HCD Systems Access Form to HCD via AskHCD via the HCD Portal:

- Find the HCD Systems Access Form 1863 here <http://staff.loc.gov/apps/forms/formDetails.php?id=1868>
- Form 1863 can be also located on the HCD Portal (<https://loc.sbmfedcloud.com/tmtrack/tmtrack.dll?shell=srp>) which is also linked under Home page (<https://staff.loc.gov/sites/hrs/>).
- Once Form 1863 is filled out and digitally signed, submit the form to AskHCD via the HCD Portal: <https://loc.sbmfedcloud.com/tmtrack/tmtrack.dll?shell=srp>.
  - o In AskHCD, route your request by selecting the following from the drop-down menu:
    - Category: HCD Systems Access Request - New category!
    - Category Details: HCD Systems Access Request
- If unable to digitally sign Form 1863, you can still submit it via AskHCD using the guidance above. However, we ask that you annotate the submission by including



the following: "Please accept this AskHCD request for system access (see attached, completed Form 1863) in lieu of a digital signature."

- If you are unable to access AskHCD via the HCD Portal, you may send the completed form to [askhr@loc.gov](mailto:askhr@loc.gov).

### **3. How do I sign other forms digitally?**

If you have trouble signing HCD's forms digitally, HCD is available to assist with any other forms to make them more "signature" friendly. Contact HCD via the AskHCD Portal, or simply email [askhr@loc.gov](mailto:askhr@loc.gov).

### **4. How do I arrange to remove my personal property from the Library during COVID-19?**

In lieu of a property pass, the supervisor should provide the employee authorization to remove their personal belongings via email. The email should include a general list of the personal belongings to be taken and the date(s) of removal. The supervisor should include their complete contact information to include office name and title.

Next, the employee should contact Joe McClain ([jmmc@loc.gov](mailto:jmmc@loc.gov) or (202) 707-1341) in the Security and Emergency Preparedness Directorate (SEPD). Mr. McClain will coordinate a time to escort the employee to the building exit and coordinate with the U.S. Capitol Police to arrange for the employee to exit with the personal property.

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